GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:2355
ANSWERED ON:04.12.2000
POST OFFICES IN METRO CITIES
RAMJI MANJHI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether post offices working in metropolitan cities are in bad shape;

(b) if so, the measures taken/proposed to be taken to improve their conditions/outlook;

(c) whether national and international mailing business of Department of Posts is going down as compared to private operators; and

(d) if so, the steps taken in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) &(b): No, Sir. The Post offices working in metropolitan cities are in good shape largely as a result of the effort made by the Department to modernise its services since the beginning of 8th Five Year Plan. The programme of action initiated in this regard has involved installation of computer based counter machines with a view to providing a speedy and error-free service at a single window in a clean and friendly work environment. Efforts have also been made to improve the ergonomics in the work-place. Nearly 1500 departmental post offices have been modernised most of which are located in metropolitan cities.

(c) & (d): No, Sir. National & International mailing business of the Department of Posts is not going down as is evident from the data given below for the last three years:-

1. Speed Post Articles.

Year	Traffic in lakhs	Revenue in crores of Rs.
1997-98	141.4	77.95
1998-99	195.95	91.36
1999-2000	312.64	126.17

2. Total Mail handled.

Year	Total Mail handled (In crores)
1997-98	1574.93
1998-99	1576.64
1999-2000	1578.15

3. In so far as International Mail is concerned, couriers are mainly operatingin the Express Mail segment. In this segment, Department is operating the Expedited Mail Service (EMS). During the period from 1996 to 1999, the outward EMS traffic has risen by 38%. In the case of foreign letter mails for the period from 1996 to 1998, the outward traffic has risen by 13%. In the case of foreign parcels, the outward traffic for the period from 1997-98 to 1999-2000 has marginally increased by 0.17%. The couriers are mainly operating in an unorganized market and the comparative figures relating to the traffic of the various international services provided by the Department vis-Ã -vis those of the couriers are as such not available for the purpose of comparison.